From: Christina Veltkamp

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Subject: RE: Late Fees and Collections Throttle

Date: Thursday, September 13, 2018 10:08:35 AM

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1) ENSTAR Charges a Flat $2.00 late fee when a balance rolls forward, in addition, we also charge a finance charge to the total balance forward amount.
2) ENSTAR does not disconnect residential gas service during our winter months. We have created a Winter Severance Process in which the system will go through the process, up to the point of disconnect, but the disconnect FA will never generate. This allows us to continue to notice customers and revert Non Pay accounts to the Landlord if an LTA is on the premise. When we begin disconnecting in the spring, we will manage the amount of Credit Disconnect FA's by changing the threshold amount on the Cancel Criteria Algorithm on the

Severance Process Template. For example. We receive a daily report showing all accounts subject to disconnect the next business day. The report includes the arrears amount of each account. If there are 200 account eligible locks, and we only can manage 75 locks per day, we will set the threshold based on the 75th account on the list with the lowest balance. So if the 75th account has an arrears amount of $456.75. We will change the threshold to $457.00. When the severance process runs at night, it will cancel the process and FA for any account under $457.00. The next day's list may be completely different and the threshold may need to change to $250.00 etc.
We have been managing our disconnects with this method for 3 seasons now and has been very successful.

Christina Veltkamp
Manager, Customer Services
ENSTAR Natural Gas Company
(907) 334-7616

811- CALL BEFORE YOU DIG
Its Free!

From: Hamilton, Suzanne <shamilton@NESPOWER.COM>
Sent: Thursday, September 13, 2018 5:33 AM
To: Melissa Ortman (ALLETE) <mortman@allete.com>; 'Ago, Hedilyn' <HAgo@ouc.com>; Tremble, Troy A. - Manager, Customer Relationship Systems <TremT@jea.com>; Brian McKee <BMcKee@cityofsacramento.org>; blanca.barajas@lvvwd.com; Ajit.Apte@constellation.com; Charles Lei <CLei@cityofsacramento.org>; Tauseef Iqbal <Tauseef.Iqbal@ey.com>; amarshall@sfwater.org; Austin, Allen <AAustin@ouc.com>; amanda.bayley@blpc.com; asrivastav@torontoHydro.com; Angela.Hodges@raleighnc.gov; alovitt@gcpud.org; Armando.Bolivar@ladwp.com; august.lindner@oracle.com; barbara_oleck@tempe.gov; bcadis@csu.org; Popers@guc.com; bevan.grice@faypwc.com; billyvon.bautista@gswater.com; brenna.martin@powerstream.ca; brij@constellation.com; cathy.wylie@atco.com; ChantalNault@HydroOttawa.com; charlene.ussery@longbeach.gov; Greenwood, Chasity L. <greecl@jea.com>; Christina Veltkamp <Christina.Veltkamp@enstarnaturalgas.com>; chris.waite@auroraenergy.com.au; christine.martinez@denverwater.org; Dailey, Chris B. - Customer Experience Applications Program Mgr <DailCB@jea.com>; clnelson@aglresources.com; clayton.mauldin@santeecooper.com; Basilecd@guc.com; cjames@gcpud.org; Rojas, Cynthia E. <rojace@jea.com>; damien.beresford@oracle.com; darci.miller@cfunet.net; dduhon@lus.org; dmanvil@gcpud.org; dvogel@lwcky.com; DYeselavage@tep.com; david_garcia@sjwater.com; Tran, Jessie <JTran@ouc.com>; david.wiedmeier@mdu.com; Frye, Dawn <DFrye@ouc.com>; deb.braun@mdu.com; dwalz-burkett@abcwua.org; denise.hutchinson@aps.com; dbatshoun@sfwater.org; Donald.Case@aps.com; donny.crow@oracle.com; DDYSON@sjindustries.com; donna.obrien@mid.org; ess4@pge.com; EMONTA@miamidade.gov; elizabeth.oconnor@constellation.com; epage@torontohydro.com; Flora.chang@ladwp.com; Gabriela.Mendoza@aps.com; gary.jensen@gas-south.com; gayle.shimizu@seattle.gov; gina.calabro@oncor.com; glenn.amy@seattle.gov; glyon@winnipeg.ca; harold.e.hagen@bge.com;

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Subject: Late Fees and Collections Throttle

EXTERNAL EMAIL
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Good Morning,

I have two questions for the group:

1. Does anyone calculate late fees in CC&B using a tired amount or exclude certain charges in the late fee calculation like sales tax or a previous months balance?

2. How do you throttle Credit/Collections in your system using MDM/CC&B to avoid overloading Customer Service with calls?

Please let me know how you handled these situations and if a customization was required.

Thanks,

Suzanne B. Hamilton, CPA
Budget, Rates and Collections Manager
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Nashville Electric Service | www.nespower.com